UPHOLDING RIGHTS
AND FREEDOMS

In the eyes of the law, we are all equal
PROTECTING YOUR RIGHTS

THE DEFENDER OF RIGHTS HANDLES INDIVIDUAL CLAIMS ADDRESSED TO IT

Each situation calls for a personal response, depending on the nature of the case and the expectations. Its teams of lawyers may propose amicable settlements (mediation, recommendations, transactions), but they may also present observations before the courts or request sanctions.

The quality of the work of the Defender of Rights rests on the strength of its expertise and the impartiality of its decisions. For example, during its investigations, the Defender of Rights always compares the views of the claimant and those of the defendant.

MORE THAN 165,000 REQUESTS FOR INTERVENTION PER YEAR

PROMOTING EQUALITY

The Defender of Rights takes action to promote equality and access to rights. Its objective is to act preventively, before inequalities occur, to stop these situations from happening. It shall inform those concerned about their rights. It conducts awareness-raising and training actions for non-profit sectors and professionals to improve practices on a daily basis. It regularly exchanges with these stakeholders to find out their expectations and inform them of its actions within the framework of its liaison committees and working groups. It makes recommendations and drives legislative reform proposals.
"I couldn’t register my daughter at the leisure centre because she is disabled."

"The police station refused to file my complaint."

"Despite asking several times, I can’t get my health insurance card."

What can the Defender of Rights do?

- Investigate
- Propose an amicable settlement
- Make recommendations
- Present its observations before the judges
- Request disciplinary action
- Make proposals for legal reform
The Defender of Rights upholds rights and freedoms. Article 71-1 of the Constitution.

The Defender of Rights is an independent institution responsible for defending individual rights and freedoms within the framework of 5 areas of expertise determined by law:

- Defence of the rights of users of public services
- Defence and promotion of the rights of the child
- Combating discrimination and promoting equality
- Respect for the ethics of security
- Orientation and protection of whistleblowers

To carry out its mission, the Defender of Rights:

- handles the claims addressed to it by offering appropriate solutions;
- acts in favour of equal access to rights for all through information, training, the development of partnerships and the proposal of reforms.

More than 100,000 claim files processed per year.
NEARLY 300 EMPLOYEES IN PARIS

The employees of the Defender of Rights make their skills and expertise available to claimants. They process the files sent to the institution and provide appropriate solutions.

THE DEFENDER OF RIGHTS RELIES ON A NETWORK OF MORE THAN 550 DELEGATES

The delegates of the Defender of Rights are present throughout mainland France, as well as in the overseas departments and regions. They hold clinics at more than 870 centres, including prisons.

They receive anybody experiencing difficulties in the full enjoyment of their rights and deal directly with a large number of claims. They listen, support, advise and guide people in their efforts, helping them to assert their rights. They are also responsible for handling individual claims, in the form of amicable settlements and, when amicable settlement fails or proves impossible, for forwarding the file to the head office in Paris.

80% OF THE CLAIMS OF THE DEFENDER OF RIGHTS ARE RECEIVED BY DELEGATES WITHIN THEIR CLINIC

SEE THE LIST OF CLINICS:
defenseurdesdroits.fr
CONTACT THE DEFENDER OF RIGHTS FREE OF CHARGE

★ THROUGH THE DELEGATES

Online at defenseurdesdroits.fr / “How to get answers?” or at a centre.

★ BY POST FREE OF CHARGE, WITHOUT POSTAGE

Défenseur des droits - Libre réponse 71120 - 75342 Paris Cedex 07

★ USING THE ONLINE FORM

Online at defenseurdesdroits.fr / “File a Claim”.

★ +33 (0)9 69 39 00 00 FROM 9 AM TO 6 PM

Information can be obtained by telephone or during an appointment with a delegate.

IT IS ESSENTIAL TO ATTACH ALL USEFUL DOCUMENTS (COPY OF ADMINISTRATIVE DOCUMENTS, LETTERS, EMAILS, TESTIMONIALS, ETC.) TO ENABLE THE DEFENDER OF RIGHTS TO PROCESS YOUR FILE.

GOOD TO KNOW

Recourse to the Defender of Rights is free of charge. The Defender of Rights cannot challenge a court decision. Referral to it does not interrupt or suspend the limitation periods for civil, administrative or criminal actions or those of administrative or litigation appeals.